

Privacy Policy

CloudStage by Teleporta Software Ltd

Last updated: 01 February 2026

This Privacy Policy (“Policy”) explains how **Teleporta Software Ltd**, Unit GA-00-SZ-L1-RT-208, Level 1, Gate Avenue – South Zone, Dubai International Financial Centre (DIFC), United Arab Emirates (the “Company”, “we”, “us”, or “our”) collects, uses, stores, and protects personal data in connection with the website (“Website”) and any services accessible through the Website (collectively, the “Portal” or “Platform”).

1. Applicable Law

We process personal data in accordance with:

- DIFC Data Protection Law No. 5 of 2020
 - applicable UAE regulations
-

2. Personal Data We Collect

When you register for and use the Platform, we may collect the following personally identifiable information (“Personal Data”):

- Full name
- Company name
- Email address
- Account password (stored in encrypted form)
- Profile picture
- Company logos
- Localization and technical data, including:
 - IP address
 - approximate geolocation
 - language preferences
 - device and browser information

2.1 Payment Information

We do not store or process your payment card details at any time.

We retain only:

- payment history,
- subscription status,
- purchased subscription plans,

solely for the purpose of verifying your right to access the Platform.

Payment data is collected and processed directly by our third-party payment providers (such as Stripe). We recommend reviewing the privacy policies and terms of such providers when making a payment, as they operate under their own policies and may differ by jurisdiction.

3. Aggregated and Anonymized Data

We may collect, use, and share aggregated or anonymized data (“Aggregated Data”) for statistical, analytical, or business purposes.

Aggregated Data does not identify you personally.

If Aggregated Data is combined with Personal Data in a way that allows identification, it will be treated as Personal Data under this Policy.

4. Special Categories of Data

We do **not** collect or process special categories of personal data, including data relating to:

- race or ethnicity,
- religious or philosophical beliefs,
- political opinions,
- trade union membership,
- health data,
- sex life or sexual orientation.

We do not use call records or telecommunications traffic data to identify individuals.

5. Sources of Personal Data

We collect Personal Data from the following sources:

- information you provide directly via forms or communications,
 - cookies and similar technologies used on the Website,
 - IP address and device-generated technical data.
-

6. Purposes of Processing

We process Personal Data for the following purposes:

- providing and operating the Platform,
 - user authentication and account management,
 - speech processing and AI-powered content transformation,
 - analytics and service improvement,
 - customer support and communications,
 - legal and regulatory compliance.
-

7. Data Retention

We retain Personal Data only for as long as:

- your Platform account remains active,
- it is necessary to provide the services,
- we have a valid lawful basis for processing.

Personal Data is deleted or anonymized once it is no longer required for the purposes for which it was collected, subject to legal retention obligations.

8. Consent

By submitting information through the Platform, you **expressly and voluntarily consent** to the collection and use of your Personal Data in accordance with this Policy.

You may withdraw your consent at any time by:

- updating your account settings, or

- closing your account.

Withdrawal of consent does not affect the lawfulness of processing carried out prior to such withdrawal.

9. Data Sharing and Disclosure

We do not sell, rent, or trade your Personal Data.

We may share Personal Data with third parties only where necessary to:

- provide the Platform services,
- comply with legal obligations,
- enforce our Terms of Service,
- protect the rights, safety, or property of the Company, users, or the public.

We may share Aggregated Data with third parties for analytical or business purposes.

10. Public Profile Information

Personal Data that you choose to make visible in your profile may be displayed to other users of the Platform in accordance with your account settings.

11. Marketing Communications

If you provide your email address and consent to this Policy, we may send you service-related or marketing emails.

- You may opt out of marketing emails at any time using the unsubscribe link included in each email.
- Transactional and service-related emails may still be sent.

If you provide a telephone number, we may send service-related text messages. You may opt out at any time by contacting us at hello@teleporta.me.

12. International Data Transfers

We operate globally and may transfer Personal Data to partners, affiliates, or service providers located outside the DIFC and the European Economic Area (EEA).

Where such transfers occur, we implement appropriate safeguards as required by applicable data protection laws. However, data protection laws in recipient countries may differ from those in your jurisdiction.

13. Cookies

The Website uses cookies and similar technologies to enhance user experience.

Cookies may be used to:

- remember user preferences,
- analyze Website traffic,
- improve Platform performance.

You can manage cookie preferences through your browser settings.

14. Data Security

We implement appropriate technical and organizational measures to protect Personal Data against unauthorized access, loss, alteration, or disclosure.

In the event of a personal data breach, we will notify affected users and the relevant regulatory authority where required by law, and where feasible within 72 hours of becoming aware of the breach.

15. Your Rights

Subject to applicable law, you may have the right to:

- access your Personal Data,
- request correction or deletion,
- object to processing,
- withdraw consent.

Requests may be submitted to hello@teleporta.me.

16. Complaints and Regulatory Contact

If you have any questions, concerns, or complaints regarding this Policy, please contact us at:

hello@teleporta.me

You also have the right to contact the DIFC Commissioner of Data Protection:

Office of the Commissioner of Data Protection

Dubai International Financial Centre

Gate District Building 1, Level 14

Dubai, United Arab Emirates

+971 4 362 2222

commissioner@dp.difc.ae

<https://www.difc.ae>

17. Changes to This Policy

We may update this Privacy Policy from time to time.

Updated versions will be published on the Website and become effective upon publication.